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Indiana Office of Technology

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Powering a State that Works

# **Access Indiana**

## **User Guide**

2/1/2017

## Table of Contents

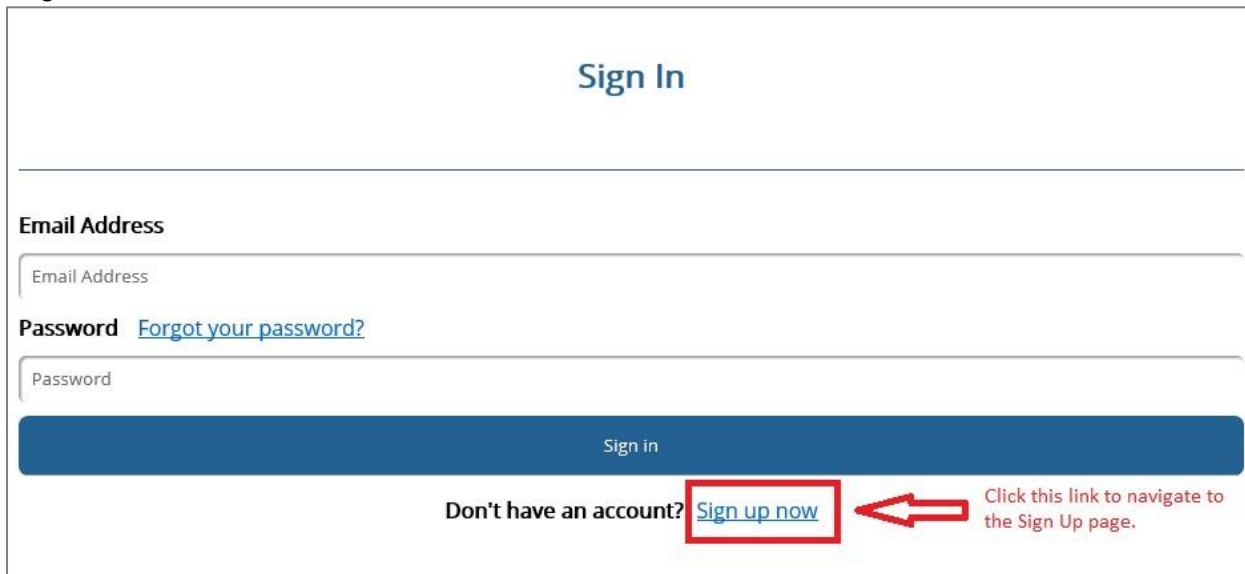
<b>Section 1: Sign Up for a New Account .....</b>	<b>3</b>
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<b>Section 2: Reset Your Access Indiana Password .....</b>	<b>6</b>
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## Section 1: Sign Up for a New Account

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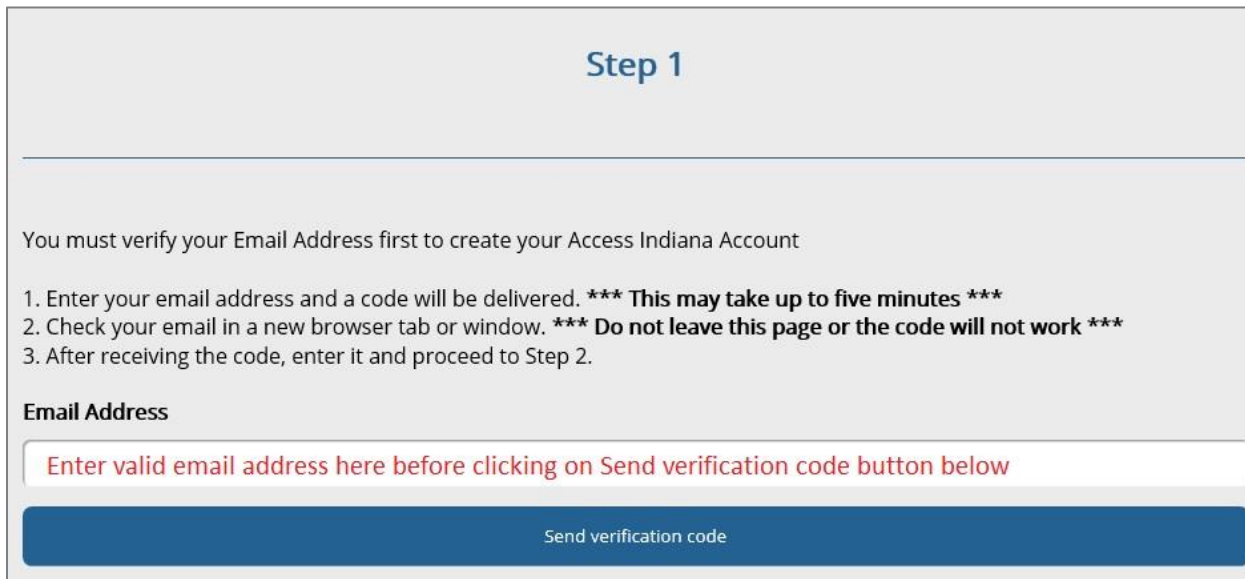
1. From the Sign In screen, click on the link “**Sign up now**” located below the large blue “Sign in” button.



The screenshot shows the 'Sign In' page. At the top, the text 'Sign In' is centered. Below it are two input fields: 'Email Address' and 'Password'. A blue button labeled 'Sign in' is positioned below the password field. At the bottom, the text 'Don't have an account?' is followed by a blue link 'Sign up now'. This link is highlighted with a red rectangle. A red arrow points from the text 'Click this link to navigate to the Sign Up page.' to the 'Sign up now' link.

**PLEASE NOTE:** On the Sign Up page, fully complete Step 1 before proceeding to Step 2.

2. Enter a valid email address in the text box and then click on the “**Send verification code**” button.



The screenshot shows the 'Step 1' verification page. The title 'Step 1' is centered at the top. Below it, the text 'You must verify your Email Address first to create your Access Indiana Account' is displayed. A list of instructions follows: '1. Enter your email address and a code will be delivered. \*\*\* This may take up to five minutes \*\*\*', '2. Check your email in a new browser tab or window. \*\*\* Do not leave this page or the code will not work \*\*\*', and '3. After receiving the code, enter it and proceed to Step 2.' Below the instructions is an 'Email Address' input field with a red placeholder text: 'Enter valid email address here before clicking on Send verification code button below'. At the bottom is a blue button labeled 'Send verification code'.

3. Open a new browser tab or window to check your email for the verification code being sent to the address provided in the previous direction. The email is being sent from Access Indiana <[no-reply@in.gov](mailto:no-reply@in.gov)> and may take up to five minutes to arrive.

4. Enter the 6-digit verification code from the email you received into the text box and then click on the “Verify code” button. If you did not receive an email you can click on the “**Send new code**” button.

### Step 1

You must verify your Email Address first to create your Access Indiana Account

1. Enter your email address and a code will be delivered. \*\*\* This may take up to five minutes \*\*\*  
2. Check your email in a new browser tab or window. \*\*\* Do not leave this page or the code will not work \*\*\*  
3. After receiving the code, enter it and proceed to Step 2.

Email Address

Your email address will be displayed here

Verification code

Enter 6-digit verification code from email here and then click "Verify code" below X

Verify code

Send new code

5. Once the code has been verified proceed to Step 2 on the right side of the screen. *If you have not entered a valid verification code from Step 1, you will be unable to enter any information in the Step 2 fields.* Fill in the requested information and then click the “**Create**” button.

## Step 2

### Create New Password

8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; . This information is required.

### Confirm New Password

### First Name

### Middle Initial

### Last Name

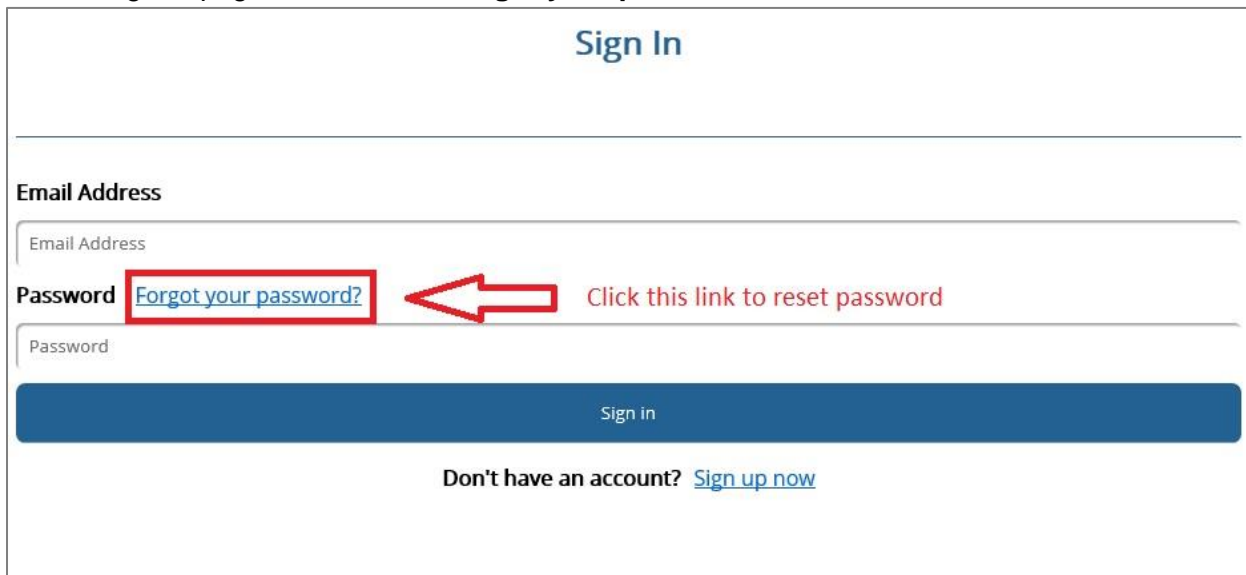
### Phone Number

Your new Access Indiana account should now be created.

## Section 2: Reset Your Access Indiana Password

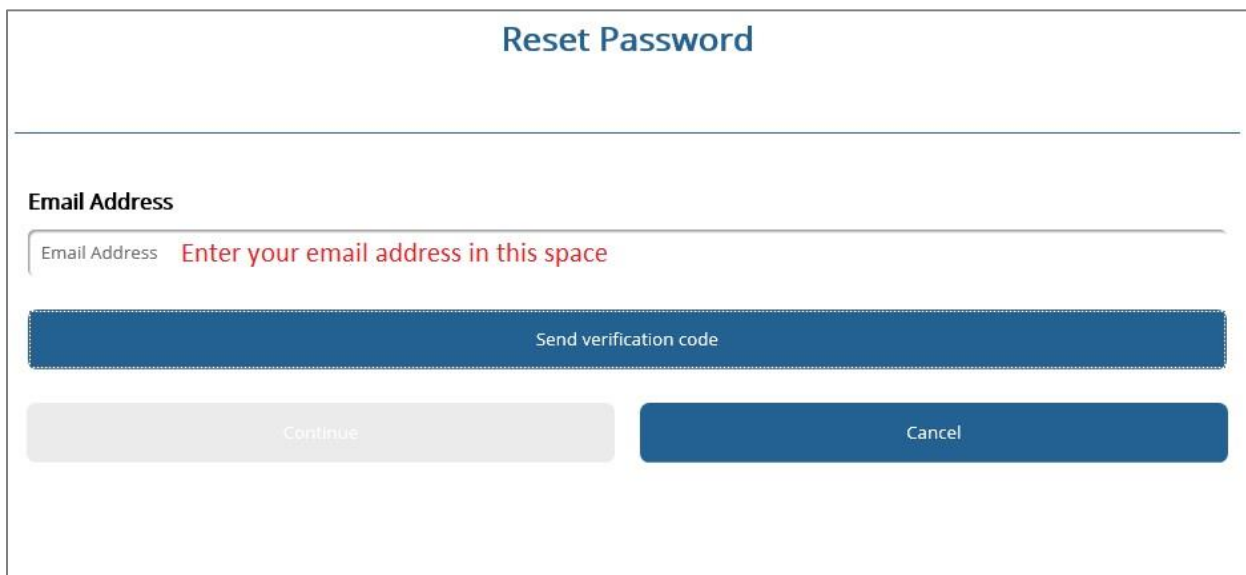
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1. On the Sign In page, click on the “**Forgot your password?**” link.



The screenshot shows the 'Sign In' page. At the top, the title 'Sign In' is centered. Below it, there are two input fields: 'Email Address' and 'Password'. The 'Forgot your password?' link is highlighted with a red box, and a red arrow points to it from the text 'Click this link to reset password'. Below the input fields is a blue 'Sign in' button. At the bottom, there is a link 'Don't have an account? Sign up now'.

2. On the Reset Password screen, enter your email address in the text box and then click on “**Send verification code**”.



The screenshot shows the 'Reset Password' page. At the top, the title 'Reset Password' is centered. Below it, there is an 'Email Address' input field with a placeholder text 'Enter your email address in this space'. Below the input field is a blue 'Send verification code' button. At the bottom, there are two buttons: a grey 'Continue' button and a blue 'Cancel' button.

3. Open a new browser tab or window to check your email for the verification code being sent to the address provided in the previous direction. The email is being sent from Access Indiana <[no-reply@in.gov](mailto:no-reply@in.gov)> and may take up to five minutes to arrive.
4. Enter the 6-digit verification code from the email you received into the text box and then click on the “Verify code” button. If you did not receive an email you can click on the “**Send new code**” button.

## Reset Password

Email Address

Your email address will be displayed here

Verification code

Enter 6-digit verification code from email here and then click "Verify code" below

Verify code

Send new code

Continue

Cancel

5. On the next screen you will see your email address listed in a text box that cannot be edited. Click **“Continue”**.

## Reset Password

Email Address

Your email address will be listed here and cannot be changed

Continue

Cancel

6. You will now be able to enter a new password on the next screen. Make sure to enter the same password in both the New Password and the Confirm New Password text box and then click on the **“Continue”** button below to complete the password reset.

Reset Password

New Password

New Password

Confirm New Password

Confirm New Password

Continue

Cancel

Your password for Access Indiana will now be set to what you have chosen.